

Offline Folders and Remote Mail

Microsoft Outlook allows the user to access and work with mail whether he/she is on the network or whether accessing mail from another location. Your Outlook account has been set up to detect automatically whether it is online or offline. The following instructional videos are broken into two categories – setup instructions and use instructions. If there are no setup instructions, there is not setup required. If there are setup instructions, as with Offline folders and Remote Mail, the setup must be done prior to using it.



By utilizing one of several methods, the individual can either 1) work from a remote location but be “live” in Outlook (via Radius), 2) work in Offline folders and synchronize with the Exchange Server (via Radius), 3) work with Remote Mail to download message headers to the Inbox (via Radius) or 4) use Outlook Web Access. We will cover how to use each of these in this web-based training module.

First, for individual new to our network, what is Radius? Radius is the method that you will use to dial into the PEO STRI network from PEO STRI government funded equipment (GFE) and to authenticate with network. Using Radius you can access your mail, your H and I drives and the Internet. You can also access many PEO STRI networked applications. The Radius connections (local and long distance) will be set up on your laptop before you receive it, so all you will have to do is use the appropriate connection. The speed of your Radius connection will be determined by your modem capability as well as your phone connection. We will cover specific instructions of using Radius during this training.

While you may work live using Radius, there may be times when you want to work offline, for example on the airplane during travel. In order to do this you must set up Offline Folders, which you can synchronize with the Exchange Server in basically the same way you (if you are one of the users migrated from Lotus Notes) replicated with the Notes Server. Using Offline Folders, you can synchronize your Inbox, your Calendar and any other folders you might need to access. What synchronization does is make the contents of your Offline Folders identical to those same folders on the server.

If you only want to download messages from your Inbox and want to be able to filter what you get, you can use Remote Mail. Remote Mail allows you to screen the messages you don't want to download by first only downloading the message headers (the information you see listed in the Inbox such as From, Subject, Received, etc.). Then once you have evaluated each message header, you can

select which messages to fully download or delete and complete those actions by dialing in again.

Outlook Web Access allows you to send and receive messages, view and modify your calendar and perform most other Outlook tasks using your Web browser. You can do this from any computer anywhere as long as you have access to the Internet and have a Web browser on that computer. While it does not have the total functionality of Outlook, it is close.

Working with Outlook Live from Radius

The first method of accessing your mail when not connected directly to the network is done by dialing into Radius first and then opening Outlook. Outlook will detect that it is on the network and will open in Online mode. This is the method that you will want to use when you need access to mail **and** either the Internet or the H and I drives. If you just need access to mail, the next option is the preferred choice.

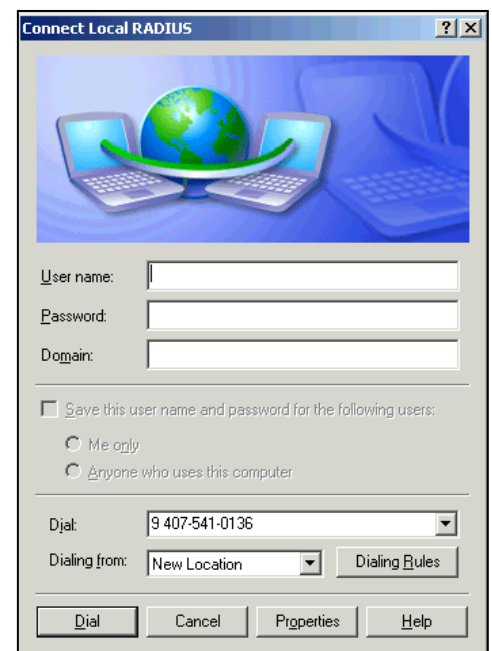
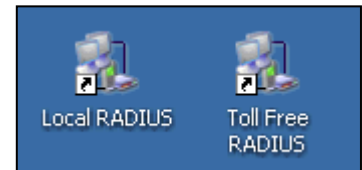
Once you have dialed into the Radius server, this method is just like you were on the network working with mail – only limited by the speed of your modem connection. When you use this method, you can access all of Outlook including your Calendar, your Tasks and any of your folders.

Please note that there is a time limit of one (1) hour on Radius and at that point, you will be automatically disconnected from Radius.

1. Connect with the modem to the PEO STRI network by double-clicking on either **Local** or **Long-distance (Toll Free) RADIUS** icons on the desktop, as appropriate. Or you can go to **Start** menu, **Settings**, **Network Connections** and select the appropriate dial up connection.
2. Log into the Radius server by entering your PEO STRI network **User name** and **Password**. In the **Domain** field, type **STRICOM** (if needed). Then click on **Dial**. The computer will dial the server, authenticate and once you are on the network, display the **Dial up Monitor** icon in the **System Tray**.

Note: If you need to add a prefix to dial out, you can do so in the **Dial** field or in the **Properties** field if this is a prefix you will use frequently.

Here you can see the **Connect to** dialog box as the dial up process starts. (If you have your



sound level high enough on you laptop, you will hear the typical modem sounds.) You will then see the dialog box when Radius authenticates you. The dialog boxes are not longer displayed when you are connected and authenticated. This is when you will see the **Dial up Monitor** icon in the **System Tray**. You can now see the **Dial up Monitor** icon and if you open it, see your connection speed and the time you have been connected.

3. Open Outlook. (Outlook will detect whether you are online or offline and open in the correct mode. In this case, Online because you are connected to Radius.)
4. Work with mail as you work on the network. For specifics on working with your mail, see the *Inbox* section of the *Introduction to Outlook User's Guide* available on the Training documentation web page to all PEO STRI personnel.
5. When you are completely done with mail, close Outlook.

Note: If you are accidentally disconnected from Radius while you are still working in Outlook, do not do anything more with or in Outlook. Dial in again and go through the log in process. Once the connection has been re-established, you can continue working in Outlook. If you try working in Outlook when you have been disconnected, you will get a “server not responding” warning.

When you are working remotely from Radius, you also have access to the H and I drives and to the Internet. Radius is the only method you can use to access the H:\ and I:\ drives. To access those drives once you have already logged into the network using Radius:

1. Click on the **H and I drives.bat** icon on the desktop to map the path to these drives. This maps the drives for you. Accessing files from the H and I drives using applications such as Word or Excel or from Windows Explorer will work the same way remotely via Radius as if you were directly connected to the PEO STRI network.
2. You will have to use the desktop icon to connect to the H:\ and I:\ drives each session when you work remotely and want to access these drives. You do not need to do anything to disconnect H:\ and I:\ drive access. Now if I go into Windows Explorer, I can see my H drive.

Both Radius and TSACS can be used for accessing the Internet at this time. (TSACS is the Army ISP, which can be used to access only the Internet. As far as mail goes, TSACS, because it only provides Internet access, can only be used with Outlook Web Access. TSACS accounts are requested via Customer Request System and should be considered as a back up only.)

When you are completely down with everything, right click on the **Dial up Monitor** icon in the **System Tray** and disconnect.

Working in Offline Folders

Offline folders allow Outlook users to maintain and update Outlook folders while away from the office. Your Offline Folder should be stored on your computer's hard drive and can consist of all or some of your Outlook folders as determined by you. When you dial into the Exchange server, you can mirror the information from Outlook folders into your Offline Folder. This process is called synchronization.

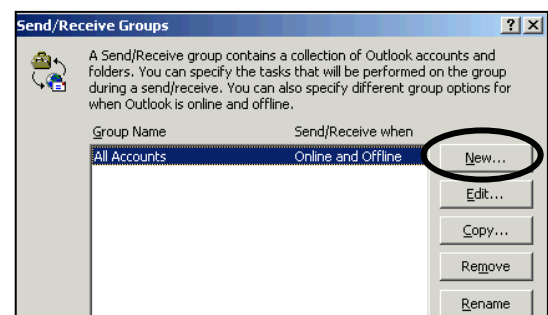
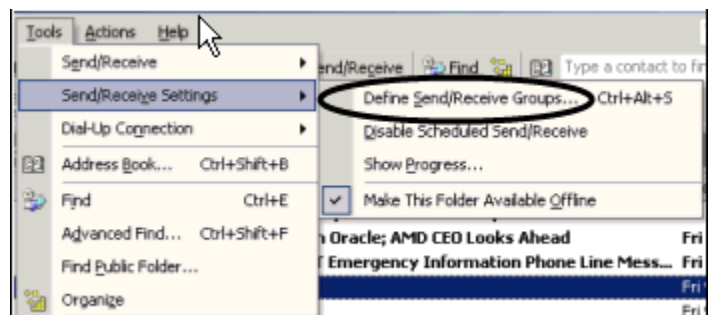
You can then work with the Offline Folder's information while you are off the network. Later, you can dial the Exchange server again and update both the Offline Folder and your corresponding network folder with any changes made.

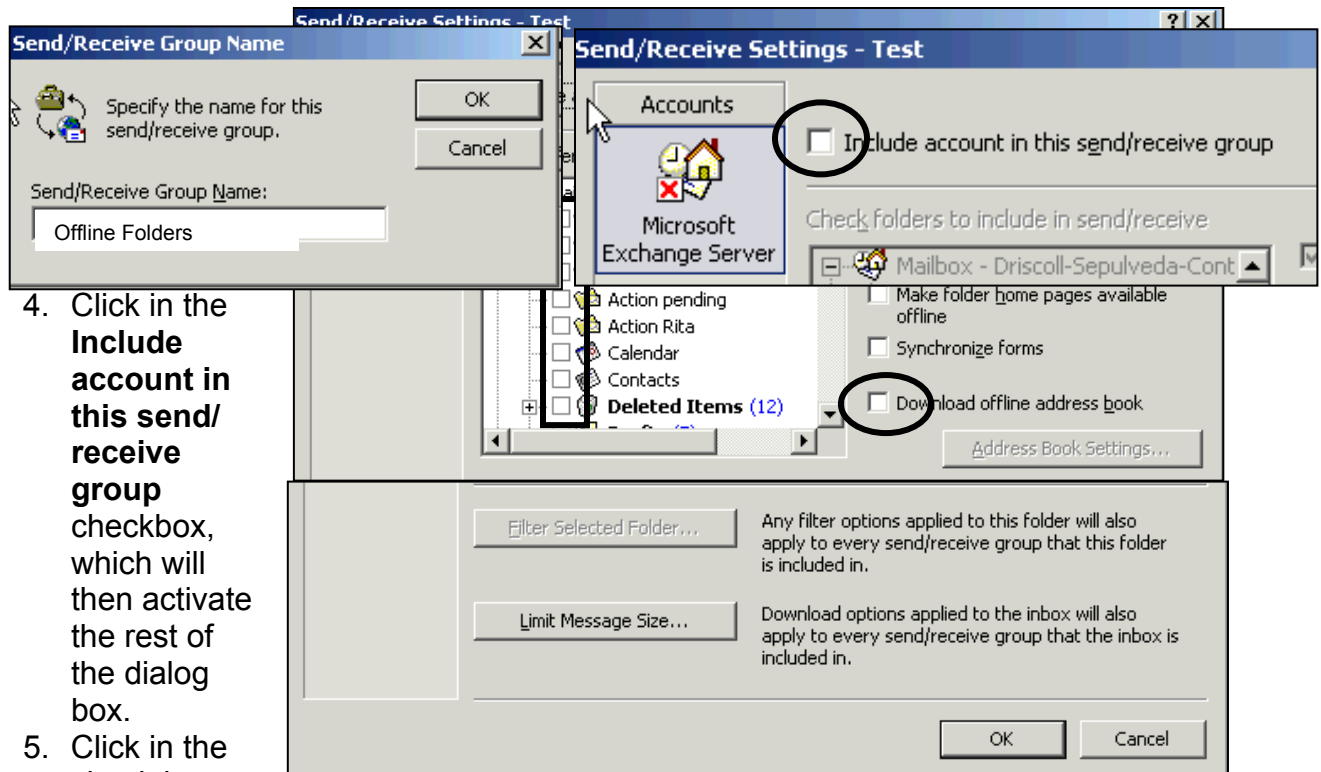
The first step in working with Offline Folders is to create the overall Offline Folder file. This has been done for any new user at PEO STRI as well as those personnel migrated from Lotus Notes. You also need to have dial up connections created, which have already been done on your PEO STRI GFE laptops. All our laptops have a Local and a Toll Free (long Distance) Radius dial up connection.

The next step, which is the first one, in which you will be directly involved, is to specify which Outlook folders you want to be able to access from Offline. For new laptop users at PEO STRI, the default folders (Inbox, Calendar, Contacts, Tasks) will be selected to be available offline, however you will have to add any additional default folders or any folders that you create if you want to be able to use them offline. For personnel being migrated from Lotus Notes, you will have to specify any or all folders you want to be able to access offline. It is best to do the set up of Offline Folders while you are on-line.

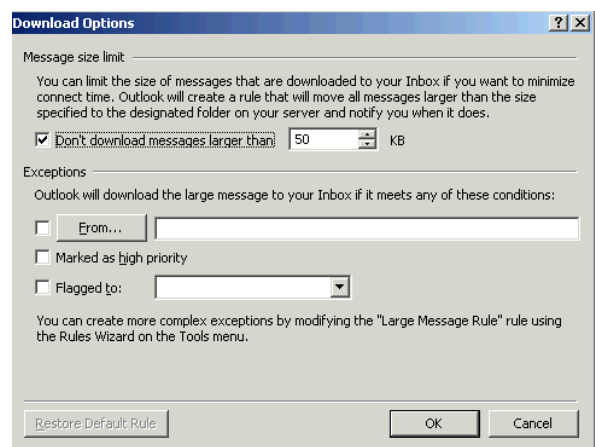
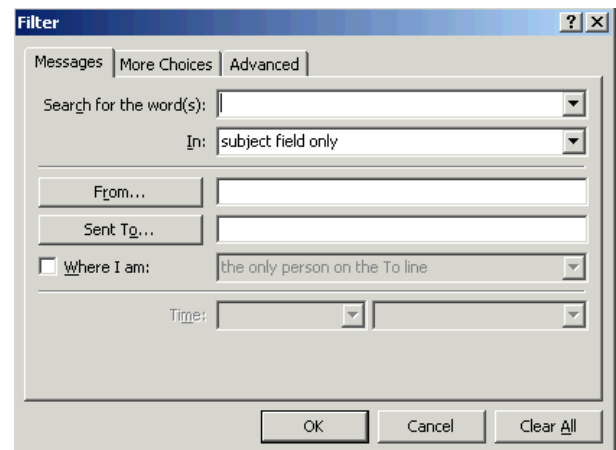
To specify which folders are to be available offline:

1. Select **Tools - Send/Receive Settings - Define Send/Receive Groups**.
2. In the **Send/Receive Group** dialog box, select **New...**.
3. In the **Send/Receive Group Name** dialog box, name your group **Offline Folders** and then click **OK**. The **Send/Receive Setting** dialog box opens.

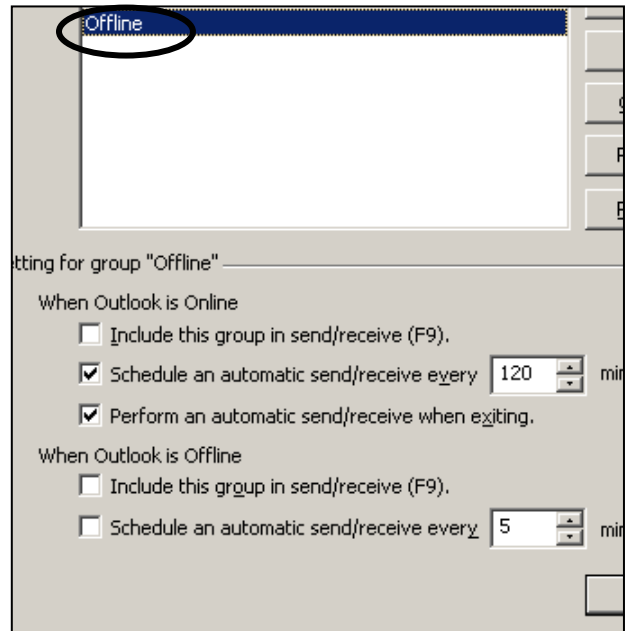




6. On the lower half of the **Send/Receive Settings** dialog box, you can set up filters on a per folder basis. Click on the folder name and then select the type of filter.
7. Click the **Filter Selected Folder...** button to add a filter to any selected folder. For example, you can configure the offline folder to only make messages containing specified keywords available offline.
8. When you have set up your filters, click **OK** to save your settings and exit the **Filter** dialog box.



9. Because time and connection costs can be an issue when accessing Exchange servers remotely, you can limit the message size made available offline by clicking the **Limit Message Size...** button. In the **Download Options** dialog box that displays, you can set a size limit on any message to be downloaded offline. To do this, you ensure that this checkbox is selected and you enter a file size in this box. Alternatively, you can use the spin buttons to specify a file size. In the **Exceptions** section of the **Download Options** dialog box, you can enter certain conditions where the maximum downloadable message file size can be exceeded. This could include messages from specified individuals.
10. Click **OK** to save your settings and exit the dialog box.
11. Click **OK** to exit the **Send/Receive Settings** dialog box to return to the **Send/Receive Groups** dialog box.
12. Select your **Offline** group and on the lower half of the dialog box, determine your settings for the group when online and when offline. For online at a minimum, it is recommended that you select **Perform an automatic send/receive when exiting**. You may also set it to do an automatic send/receive periodically. For offline, it is recommended that you deselect both and handle the send/receive manually.
13. Click **Close** to save your settings and exit the **Send/Receive Groups** dialog box.



At this point you should synchronize your Offline Folders. To do so, select **Tools – Send/Receive** and then select your **Offline Folders**. You will see a Progress dialog box come up and you can see the synchronization as it proceeds. It will go quickly on the network.

Synchronization of Folders

If you have your Offline Folders group settings to automatically send/receive upon exiting Outlook, you should always have your most current information when you terminate your network connection. This is done automatically when exiting Outlook. If you do not have Outlook set to synchronize automatically, you will want to complete a synchronization before you go on travel or when you return. To do so, select **Tools – Send/Receive** and then select your **Offline Folders**.

When working offline, you will need to dial into the Exchange server and copy any new information from your Outlook folders to your Offline Folder.

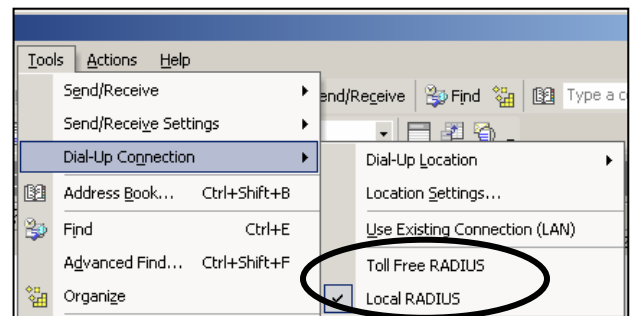


And when you have modified the data in your Offline Folder (created and sent new messages, filed messages, etc.), you should ensure that the network folders are updated with this new data. Synchronization is the name of the process that ensures that the data in the two folders remains consistent. When you are working offline, you will see this icon in the lower right corner. What happens in this synchronization is that you dial into the server, synchronize and disconnect. You remain working in Offline mode.

One thing that I want to stress here is that for any Outlook folder to be synchronized, it must be available offline. In other words, you must go through the preceeding steps and set it up to be available offline. If you do not, you will not be able to access that folder when you are, for example, on the airplane.

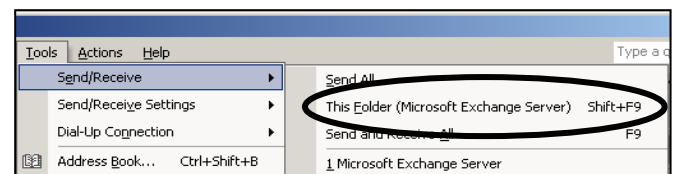


When you are working offline (not connected to the network or to Radius) Outlook will detect that and open in Offline mode. When you are ready to synchronize your folders offline, you will need to make sure that you are using the correct dial up connection for your current location.



To do so, select the **Tools** menu, **Dial-up Connection** and then either the **Local** or **Long Distance Radius** (or Toll Free Radius on some of the older laptops) connection – whichever is appropriate for where you are. This just selects the connection; it does not begin a dial up. That happens when you select the appropriate Send\Receive choice. Now you are ready to synchronize your folders.

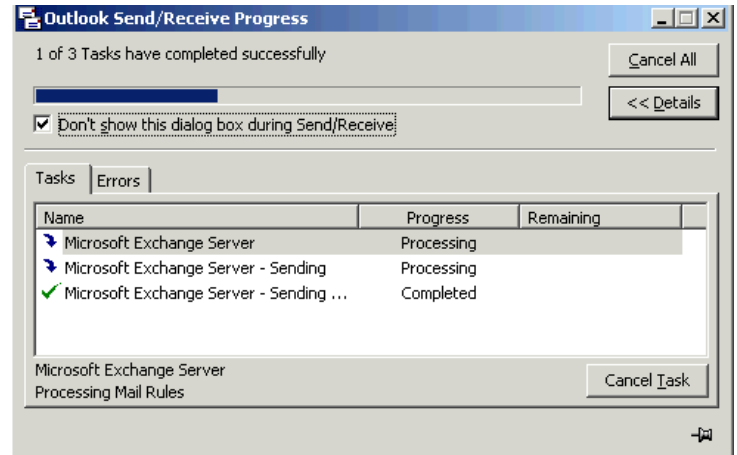
When you wanted to synchronize all folders available for offline use, you will select **Tools -Send and Receive, Offline Folders**. You will get the **Connect to Local (Long Distance) Radius** dialog box. Enter User Name, Password and, if necessary, Domain (STRICOM). The dial up process will start.



The **Outlook Send/Receive Progress** dialog box displays the progress of the synchronization task by task.

To cancel the synchronization of individual folders, you select the task in the tasks window and you click the **Cancel Task** button.

If you want to cancel all synchronization tasks simultaneously, you click **Cancel All**.



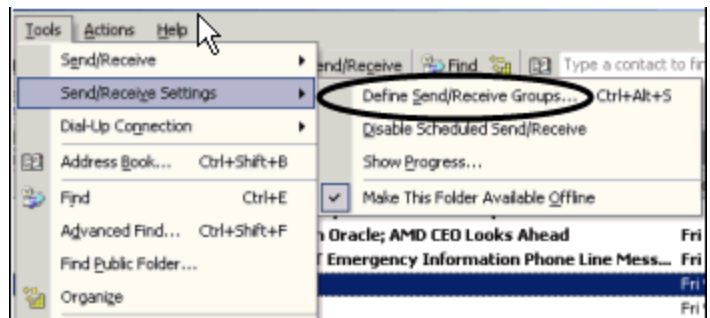
Once you have completed the synchronization you will have all you new mail displayed and any you had sent while disconnected will have been processed.

One thing of note is that mail with Outlook is downloaded immediately, so even though I might cancel a particular Send/receive before it finishes, the messages downloaded prior to the cancellation (or disconnection) are fully downloaded and you can work with it.

Remote Mail Feature

Outlook's Remote Mail feature allows users to easily access their Outlook Inbox by connecting to the Exchange server remotely. This feature is similar to Outlook's Offline Folders feature, **but only the Inbox** can be accessed using Remote Mail.

To use Remote Mail, Outlook dials in and connects to the mail server and downloads the header information or subject lines of your e-mail messages. It then disconnects and you can then decide which e-mails you want to fully download, copy, or delete and you mark them accordingly. You then reconnect to the Exchange server, which processes your requests and downloads/deletes your e-mail messages as directed and once done, you are disconnected.

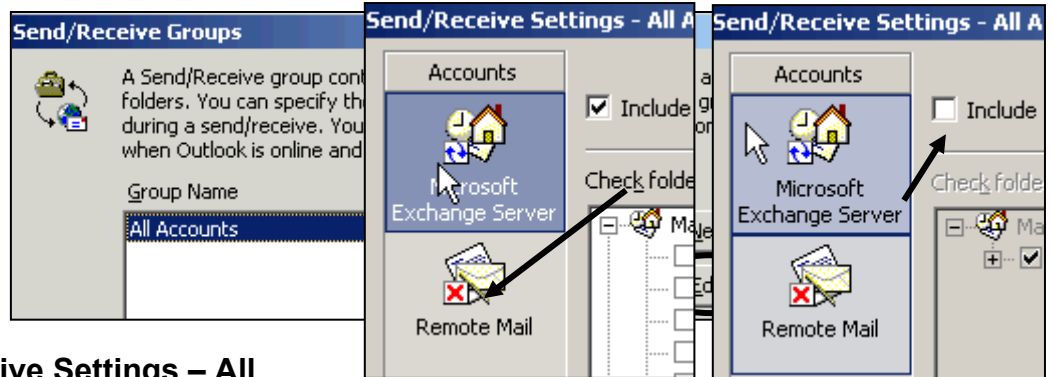


For new employees receiving a laptop at PEO STRI, Remote Mail will be set up and enabled. For personnel being migrated from Lotus Notes, you will have to follow a couple of steps to set up Remote Mail on your PEO STRI GFE laptops.

Note: The following steps (Steps 1 -5) are not necessary if you are a PEO STRI **new** employee getting a laptop. This will be done for you when your account is initially set up.

To set up Remote Mail on your computer:

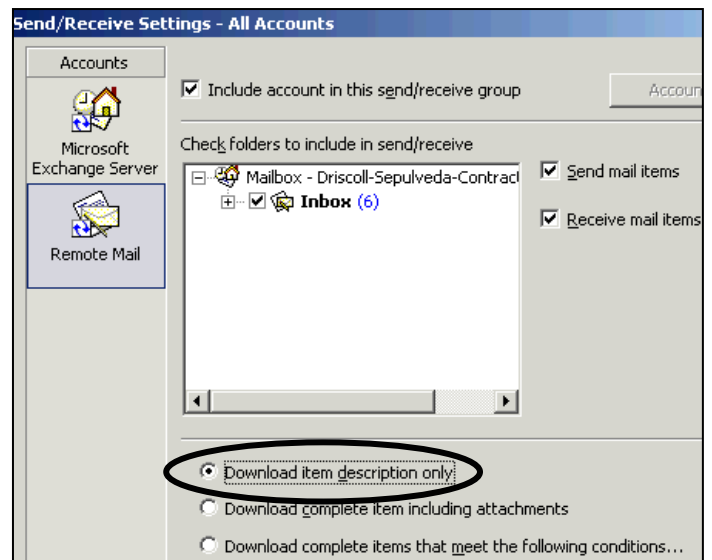
1. Select **Tools - Send/Receive Settings - Define Send/Receive Groups**.
2. In the **Send/Receive Groups** dialog box, select **All Accounts** and you click **Edit**.
3. When the



Send/Receive Settings – All

Accounts dialog box opens, it defaults to the **Microsoft Exchange Server** account. Below it is the **Remote Mail** account. Click on the **Remote Mail** account.

4. When the **Remote Mail** account is selected, the **Include account in this send/receive group** checkbox is not selected. Click in the box to enable Remote Mail. When Remote Mail is enabled, the **Check folders to include in send/receive** area will no longer be grayed out.
5. The **Send mail items** and the **Receive mail items** will be checked by default. On the lower half of the page to get the fastest download, select **Download item description only**. (This tells it the message header only is to be downloaded.) Click **OK** to save your settings. Click **Close**.



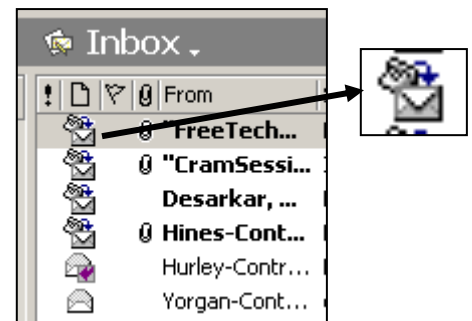
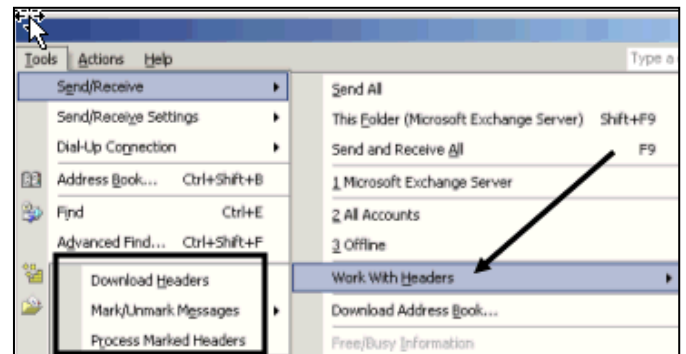
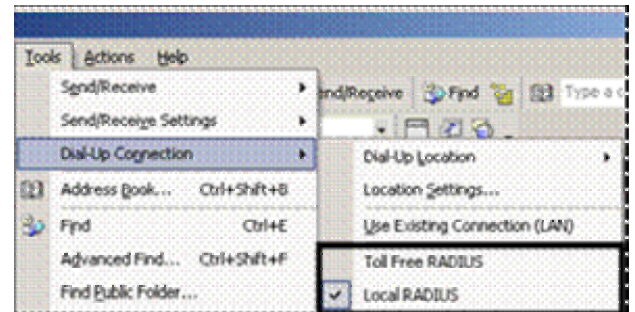
Downloading Message Headers

When accessing your Inbox folder remotely, you do not now need to download complete e-mail messages. You can download just the e-mail header and then you can choose later to download the entire e-mail or to dismiss it if it is less urgent. This is especially useful when time and cost of downloading information are an issue.

Suppose you're traveling and are working in offline mode while you travel, and want to use remote mail to check your Inbox folder for new messages.

To connect to your Exchange Server and to download the e-mail message headers:

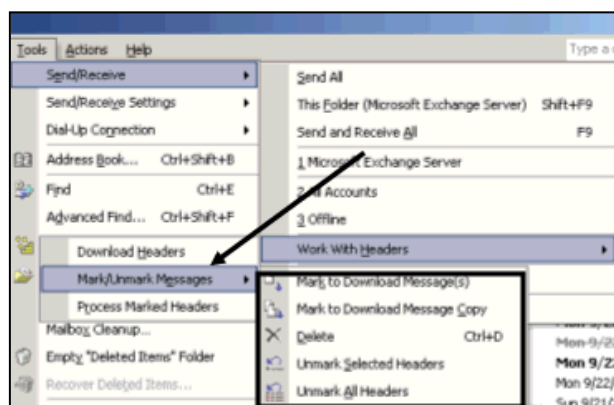
1. Open Outlook (it will detect that you are not connected to the network and go to Offline mode).
2. Select the correct dial up connection by going to **Tools – Dial-Up Connection** and then choosing either **Toll Free Radius** or **Local Radius**. Click **OK** to confirm, if needed.
3. To begin downloading the message headers, select **Tools - Send/Receive - Work With Headers**. From the **Work With Headers** submenu, you select **Download Headers**.
4. Log into the appropriate **Radius connection** dialog box with your network **User Name** and **Password**. Type in **STRICOM** as **Domain**. Click **Dial**.
5. The dial process begins and once you are connected and authenticated, the new message headers will be downloaded.
6. Any new e-mail headers now display in your Inbox folder with the icon for Message Headers displayed.



Inbox

	From
	"FreeTech...
	"CramSessi...
	Desarkar, ...

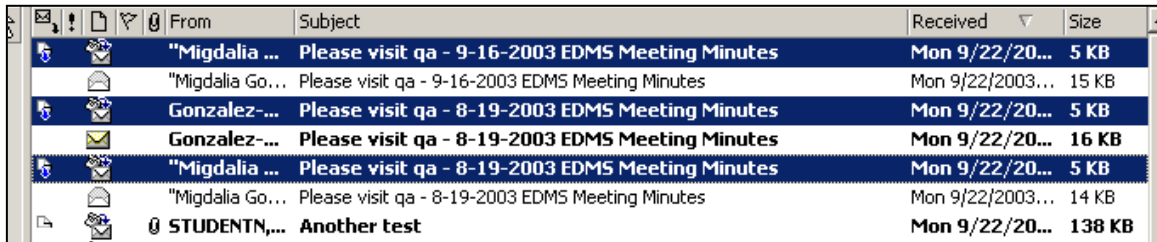
-
- The screenshot shows the Outlook 'Inbox' menu. The 'Forward' option is highlighted with a black box. The menu items are: Open, Print, Reply, Reply to All, Forward, Mark to Download Message(s), Mark to Download Message Copy, and Delete.



-
- done with
displayed
er icon,
ed to be
- Marked as Delete
Marked as Delete
Marked as Download
Marked as Download
copy
- se this
we
- Download Headers
Mark/Unmark Messages
Process Marked Headers
- Download Address Book...
- Free/Dusy Information

select **Tools – Send\Receive – Work with Headers – Process Marked Headers**.

4. As the messages are processed, you will see duplicate message headers. The upper entry is strictly the message header while the lower entry is the fully downloaded version of that message. (Notice the difference in the icons.) When the process is completed, there is only the fully downloaded message. You can now read the messages that you downloaded. Any message you marked for deletion will be deleted from the server.



The screenshot shows an Outlook inbox with a table of messages. The table has columns for From, Subject, Received, and Size. There are six rows of messages. The first four rows show duplicate headers for messages from 'Migdalia Go...' and 'Gonzalez-...'. The fifth row is a duplicate of the fourth. The sixth row is from 'STUDENTN,...' with the subject 'Another test'.

From	Subject	Received	Size
"Migdalia Go..."	Please visit qa - 9-16-2003 EDMS Meeting Minutes	Mon 9/22/2003...	5 KB
"Migdalia Go..."	Please visit qa - 9-16-2003 EDMS Meeting Minutes	Mon 9/22/2003...	15 KB
Gonzalez-...	Please visit qa - 8-19-2003 EDMS Meeting Minutes	Mon 9/22/2003...	5 KB
Gonzalez-...	Please visit qa - 8-19-2003 EDMS Meeting Minutes	Mon 9/22/2003...	16 KB
"Migdalia Go..."	Please visit qa - 8-19-2003 EDMS Meeting Minutes	Mon 9/22/2003...	5 KB
"Migdalia Go..."	Please visit qa - 8-19-2003 EDMS Meeting Minutes	Mon 9/22/2003...	14 KB
STUDENTN,...	Another test	Mon 9/22/2003...	138 KB

Outlook Web Access (OWA)

Outlook Web Access (OWA) uses a web browser to provide access to your e-mail, calendar and most of Outlook properties. While the previous options



The screenshot shows the Outlook Web Access (OWA) interface. It displays a list of messages in a table with columns for From, Subject, Received, and Size. There are four rows of messages. The first three rows show duplicate headers for messages from 'Migdalia Go...' and 'Gonzalez-...'. The fourth row is a duplicate of the third. The fifth row is from 'STUDENTN,...' with the subject 'Another test'.

From	Subject	Received	Size
"Migdalia Go..."	Please visit qa - 9-16-2003 EDMS Meeting Minutes	Mon 9/22/2003...	15 KB
Gonzalez-...	Please visit qa - 8-19-2003 EDMS Meeting Minutes	Mon 9/22/2003...	16 KB
"Migdalia Go..."	Please visit qa - 8-19-2003 EDMS Meeting Minutes	Mon 9/22/2003...	14 KB
STUDENTN,...	Another test	Mon 9/22/2003...	138 KB

discussed for remote or offline access are meant to work with a PEO STRI GFE laptop, OWA is available from any personal computer with Internet access including but not limited to PEO STRI GFE. Therefore whether you have your laptop with you or not, as long as you have access to a computer with Internet access, you can check your mail with OWA. Also because logging into the network also logs you into Outlook, this is the best option for working with your mail from another PEO STRI member's computer.

On a PEO STRI GFE laptop, you can dial into Radius or, if you have requested a TSACS account, using TSACS. (TSACS is the Army ISP, which can be used to access only the Internet.)

From Outlook Web Access, you can fully access your Outlook mail. You can read, reply to, send, forward and delete messages. You can access all your folders, your Calendar, and your Contacts. Under Options, you will be able to set certain preferences such as the Out of Office Assistant and new mail notifications. When you are done working in mail, you can log off of OWA – this is an important option especially when you are working from another person's computer.

The URL for PEO STRI's OWA is



<https://striwebmail.peostri.army.mil>. When you access OWA you will enter your network **User Name** and **Password**.

There is a great deal of similarity in the look and feel of the Outlook client and Outlook Web Access. Most actions can be completed from the Toolbar across the top of OWA. The Toolbar is content-sensitive which means that it will change depending on whether you are in the Inbox, the Contacts or the Calendar. Shown below is the Inbox with its Toolbar.

OWA has a separate Help which is a valuable tool as it covers what you will need to know for working with mail, your Calendar and your Contacts.

